



THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the Application of:

Ronald A. Katz

Serial No.: 08/485,113
(formerly 108N4)

Filed: June 7, 1996

For: MULTIPLE FORMAT TELEPHONIC
INTERFACE CONTROL SYSTEM

Group Art Unit: 2743

Examiner: S. Woo

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Patent
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AMENDMENT UNDER RULE 1.129

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Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

This Amendment Under Rule 129 (37 C.F.R. §1.129) is filed in response to the Office Action
mailed March 31, 1998.

Please amend the application as follows:

IN THE CLAIMS:

Claim 18 (Amended) An interface control system for use with, (1) a communication facility

including remote terminals for individual callers to make calls, wherein said remote terminals

OC-12050.1

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(37 C.F.R. §1.8a)

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comprise a telephone capability including voice communication means and some of said remote terminals comprise digital input means for providing data, (2) a multiple port, multiple format processor for concurrently processing data from a substantial number of callers in any one of a plurality of formats, said communication facility automatically providing call data signals, as to indicate called data (DNIS), to select a specific [particular] format from said plurality of formats, and (3) a plurality of live operator attended terminals [with prompting capability], for a plurality of formats, said interface control system comprising:

call data means for receiving call data signals from said communication facility for a calling remote terminal indicative of calling number identification signals automatically provided by said communication facility and call data signals to indicate called data (DNIS) to select a specific format from said plurality of formats;

interface means for providing automated voice messages relating to said specific format to certain of said individual callers, wherein said certain of said individual callers digitally enter data, including at least caller information data, through said digital input means;

means for directly forwarding, under control of said specific format, a call coupled to said interface means from any one of said remote terminals to one of said plurality of live operator attended terminals [under control of said call data signals] for inputting of caller identification data and caller information data when said remote terminals do not have capability to digitally provide data;

qualification means coupled to said live operator attended terminals for controlling access by at least certain of said callers to at least a portion of said system, said qualification being based at least in part on caller identification data entered through said digital input

means by at least certain of said callers having digital input means and at said live operator attended terminal when said remote terminals do not have capability to digitally provide data,

means for processing coupled to said live operator attended terminals for processing caller information data entered by an operator at said live operator attended terminal; and

means for storing coupled to said interface means and said processing means for storing certain select data from said caller information data entered by said operator and data entered digitally by said individual callers to update records on said individual callers.

⁴
Claim ~~22~~ (Amended) An interface control system according to claim ~~18~~, wherein said call data signals automatically provided from said communication facility for a calling remote terminal indicative of calling number identification signals are used to access a negative file to test for [negative] prohibited use status with respect to individual callers.

³³
Claim ~~23~~ (Amended) An interface control system for use with, (1) a communication facility including remote terminals for individual callers to make calls, wherein said remote terminals comprise a telephone capability including voice communication means and some of said remote terminals comprise digital input means for providing data, (2) a multiple port, multiple format processor for concurrently processing data from a substantial number of callers in any of a plurality of formats, said communication facility automatically providing call data signals, as to indicate called data (DNIS), to select a specific [particular] format from said plurality of formats, and (3) a plurality of live operator attended terminals [with prompting capability], for a plurality of formats, said interface control system comprising:

interface means for receiving calling number identification signals and called data (DNIS) signals automatically provided from said communication facility, and for providing automated voice messages relating to a specific format to certain of said individual callers, wherein said certain of said individual callers digitally enter data through said digital input means;

means for directly forwarding a call coupled to said interface means from any one of said remote terminals to one of said plurality of live operator attended terminals under control of said call data signals when said remote terminals do not have capability to digitally provide data;

qualification means coupled to said live operator attended terminals for controlling access by at least certain of said callers to at least a portion of said system, said qualification being based at least in part on caller identification data entered through said digital input means by at least certain of said callers having digital input means and at said live operator attended terminal when said remote terminals do not have capability to digitally provide data.

means for processing coupled to said live operator attended terminals for processing caller information data entered by an operator at said live operator attended terminal; and

means for storing coupled to said interface means and said processing means for storing certain select data from said caller information data entered by said operator and data entered digitally by said individual callers to update records on said individual callers.

Claim ~~26~~³⁸ (Amended) An interface control system according to claim ~~25~~³³, wherein said calling number identification signals are used to access a negative file and test for prohibited use [negative] status relating to said individual callers.

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Claim ~~27~~ (Amended) An interface and process control system of a multiple port, multiple format processor for concurrently processing data from a substantial number of callers in one of a plurality of formats for use with a telephonic communication facility including remote terminals for individual callers, wherein said remote terminals comprise a telephone capability including voice communication means and digital input means for providing data, said interface and process control system comprising:

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call data means for receiving signal-represented call data from said remote terminals indicative of called number identification signals (DNIS) automatically provided by said telephonic communication facility;

selection means coupled to said call data means for selecting a select data format from said plurality of formats under control of said signal-represented call data indicative of called DNIS, said select data format having an imposed condition to execute certain operations of said select data format, one of said formats having an imposed condition for verifying an instant call from a remote terminal against a file to limit or prevent access in accordance with said DNIS signals to said one format from callers listed on said file and at least one of said plurality of formats having an imposed condition with respect to time in accordance with said DNIS signals;

test means coupled to said selection means for testing said imposed condition to provide approval signals; and

processing means coupled to said test means for executing certain operations of said select format under control of said approval signals.

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Claim 29 (Amended) An interface control system for use with, (1) a communication facility including remote terminals for individual callers to make calls, wherein said remote terminals comprise a telephonic instrument including voice communication means and some of said remote terminals comprise digital input means for providing data, and (2) a multiple port, multiple format processor for concurrently processing data from a substantial number of callers in any of a plurality of formats, said communication facility automatically providing call data signals, as to indicate called data (DNIS), to select a particular format from said plurality of formats, and (3) a plurality of live operator attended terminals [with prompting capability], for a plurality of formats, said interface control system comprising:

call data means for receiving signal-represented call data from said remote terminals indicative of called number identification signals (DNIS) automatically provided by said telephonic communication facility;

interface means for providing automated voice messages relating to a specific format to certain of said individual callers, wherein said certain of said individual callers digitally enter data through said digital input means;

means for directly forwarding certain of said calls coupled to said interface means from any one of said remote terminals to one of said plurality of live operator attended terminals under control of said call data signals when necessary;

qualification means for controlling access by at least certain of said callers to at least a portion of said system.

means for processing coupled to said live operator attended terminals for processing caller information data entered by an operator at said live operator attended terminal; and

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means for transferring certain of said calls from said live operators to [an automated system] said interface means to receive processed data via a voice generator.

[Please add the following new claims:]

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38. An interface control system according to claim 18, wherein said qualification means controls access at least in part based upon said call data signals.

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39. An interface control system according to claim 38, wherein said call data signals include said calling number identification signals.

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40. An interface control system according to claim 39, wherein said calling number identification signals include Automatic Number Identification (ANI).

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41. An interface control system according to claim 18, wherein said qualification means controls access at least in part based upon said digitally entered data entered by said caller.

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42. An interface control system according to claim 18, wherein said qualification means controls access at least in part based upon data entered by an operator.

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43. An interface control system according to claim 18, wherein said means for storing further receives and stores said calling number identification signals.

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~~44.~~

An interface control system according to claim ~~43~~²², wherein said calling number identification signals control at least a part of the operation of the system.

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~~45.~~

An interface control system according to claim ~~18~~¹, further including means for transferring certain of said calls from said live operators to an automated system to receive processed data via a voice generator.

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~~46.~~

An interface control system according to claim ~~23~~³³, wherein said qualification means controls access at least in part based upon said call data signals.

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~~47.~~

An interface control system according to claim ~~46~~⁵¹, wherein said call data signals include said calling number identification signals.

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~~48.~~

An interface control system according to claim ~~47~~⁵², wherein said calling number identification signals include Automatic Number Identification (ANI).

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~~49.~~

An interface control system according to claim ~~23~~³³, wherein said qualification means controls access at least in part based upon said digitally entered data entered by said caller.

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~~50.~~

An interface control system according to claim ~~23~~³³, wherein said qualification means controls access at least in part based upon data entered by an operator.

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~~81.~~

An interface control system according to claim ~~23~~³³, wherein said means for storing stores said calling number identification signals.

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~~82.~~

An interface control system according to claim ~~23~~³³, wherein said calling number identification signals control at least a part of the operation of the system.

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~~83.~~

An interface control system according to claim ~~23~~³³, further including means for transferring certain of said calls from said live operators to the interface means to receive processed data via a voice generator.

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~~84.~~

An interface control system according to claim ~~29~~⁶⁸, wherein said qualification means controls access at least in part based upon said call data signals.

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~~85.~~

An interface control system according to claim ~~54~~⁸³, wherein said call data signals include said calling number identification signals.

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~~86.~~

An interface control system according to claim ~~55~~⁸⁴, wherein said calling number identification signals include Automatic Number Identification (ANI).

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~~87.~~

An interface control system according to claim ~~29~~⁶⁸, wherein said qualification means controls access at least in part based upon said digitally entered data entered by said caller.

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~~58.~~

An interface control system according to claim ~~29~~⁶⁸, wherein said qualification means controls access at least in part based upon data entered by an operator.

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~~59.~~

An interface control system according to claim ~~29~~⁶⁸, wherein said means for storing stores said calling number identification signals.

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~~60.~~

An interface control system according to claim ~~59~~⁸⁸, wherein said calling number identification signals control at least a part of the operation of the system.

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~~61.~~

An interface control system according to claim ~~25~~³⁵, wherein said use history test is based on dollar amount.

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~~62.~~

An interface control system according to claim ~~25~~³⁵, wherein said use history test is based on number of uses.

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~~63.~~

An interface control system according to claim ~~33~~⁴⁰, wherein said limit on use is based on time.

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~~64.~~

An interface control system according to claim ~~33~~⁴⁰, wherein said limit on use includes a use history test.

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~~65.~~

An interface control system according to claim ~~64~~⁴², wherein said use history test limits based on dollar amount.

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~~66.~~

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An interface control system according to claim ~~64~~, wherein said use history test limits based on number of uses.

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~~67.~~

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An interface control system according to claim ~~28~~, wherein said negative file limits access based on a use history test.

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~~68.~~

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An interface control system according to claim ~~67~~, wherein said use history test is a dollar test.

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~~69.~~

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An interface control system according to claim ~~67~~, wherein said use history test is based on the number of accesses.

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~~70.~~

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An interface control system according to claim ~~35~~, wherein said qualification means operates at least in part on said calling number identification signals.

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~~71.~~

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An interface control system according to claim ~~70~~, wherein said system further includes a use history test for said individual callers.

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~~72.~~

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An interface control system according to claim ~~71~~, wherein said use history test is based on dollar amount.

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~~73.~~

An interface control system according to claim ~~71~~, wherein said use history test is based on number of uses.

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~~74.~~

An interface control system according to claim ~~77~~, wherein said system further includes a use history test for said individual callers.

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~~75.~~

An interface control system according to claim ~~74~~, wherein said use history test is based on dollar amount.

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~~76.~~

An interface control system according to claim ~~74~~, wherein said use history test is based on number of uses.

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~~77.~~

An interface control system according to claim ~~31~~, wherein said limit on use is a use history test.

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~~78.~~

An interface control system according to claim ~~77~~, wherein said use history test is based on a limited dollar amount.

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~~79.~~

An interface controls system according to claim ~~77~~, wherein said use history test is based on a limited dollar amount for a limited period of time.

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~~80.~~

An interface control system according to claim ~~77~~, wherein said use history test is based on a limited number of accesses.

~~11~~
~~81.~~

An interface control system according to claim ~~77~~, wherein said use history test is based on a limited number of accesses during a limited period of time.

~~17~~
~~82.~~

An interface control system according to claim ~~42~~, wherein said data entered by a operator is subject to a use history test.

~~18~~
~~83.~~

An interface control system according to claim ~~82~~, wherein said use history test is based on a limited dollar amount.

~~19~~
~~84.~~

An interface controls system according to claim ~~82~~, wherein said use history test is based on a limited dollar amount for a limited period of time.

~~20~~
~~85.~~

An interface control system according to claim ~~82~~, wherein said use history test is based on a limited number of accesses.

~~21~~
~~86.~~

An interface control system according to claim ~~82~~, wherein said use history test is based on a limited number of accesses during a limited period of time.

~~25~~
~~87.~~

An interface control system according to claim ~~18~~, wherein said qualification means controls access at least in part based upon said digitally entered data entered by said caller when said remote terminals do have capability to digitally provide data and upon said data entered by said operator when said remote terminals do not have capability to digitally provide data.

~~26~~
~~88.~~ An interface control system according to claim ~~25~~ ~~87~~, wherein said qualification means controls access for a predetermined period of time.

97 Cont. ~~27~~
~~89.~~ An interface control system according to claim ~~25~~ ~~87~~, further including means for transferring certain of said calls from said line operators to the interface means to receive processed data via a voice generator.

~~28~~
~~90.~~ An interface control system according to claim ~~25~~ ~~87~~, wherein said calling number identification signals control at least in part the processing of data.

~~29~~
~~91.~~ An interface control system according to claim ~~28~~ ~~90~~, wherein said control includes a use history test.

~~30~~
~~92.~~ An interface control system according to claim ~~29~~ ~~91~~, wherein said use history test includes a dollar limit.

~~31~~
~~93.~~ An interface control system according to claim ~~29~~ ~~91~~, wherein said use history test includes a dollar limit and a limit to a predetermined period of time.

~~32~~
~~94.~~ An interface control system according to claim ~~1~~ ~~18~~, wherein said plurality of formats includes a plurality of sales formats.

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95. An interface control system according to claim ~~43~~, wherein said use history test limits based on a dollar amount for a predetermined period of time.

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96. An interface control system according to claim ~~45~~, wherein said use history test limits based on a number of uses during a predetermined period of time.

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97. An interface control system according to claim ~~33~~, wherein said qualification means controls at least in part based upon said digitally entered data entered by said caller when said remote terminals do have capability to digitally provide data and upon data entered by an operator when said remote terminals do not have the capability to digitally provide data.

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98. An interface control system according to claim ~~33~~, wherein said calling number identification signals control at least in part the processing of said data.

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99. An interface control system according to claim ~~33~~, wherein said qualification means controls access for a dollar amount for a predetermined period of time.

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100. An interface control system according to claim ~~33~~, wherein said plurality of formats includes a plurality of sales formats.

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101. An interface control system according to claim ~~62~~, wherein said use history test is a dollar test for a predetermined period of time.

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~~102.~~

An interface control system according to claim ~~69~~, wherein said use history test is

based on the number of accesses for a predetermined period of time.

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~~103.~~

An interface control system according to claim ~~27~~, wherein said plurality of formats

includes a plurality of sales formats.

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~~104.~~

An interface control system according to claim ~~73~~, wherein said use history test is

based on the number of accesses for a predetermined period of time.

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~~105.~~

An interface control system according to claim ~~75~~, wherein said use history test is a

dollar test for a predetermined period of time.

81

~~106.~~

An interface control system according to claim ~~76~~, wherein said use history test is

based on a number of uses for a predetermined period of time.

82

~~107.~~

An interface control system according to claim ~~29~~, wherein said plurality of formats

includes a plurality of sales formats.

REMARKS

This amendment is being filed under the "transitional" provisions of the rules permitting the automatic entry and consideration the merits of this action after the Final Rejection. The case was originally filed June 7, 1995, and claims priority to earlier filed applications under 35 U.S.C. §120

for a period of more than two years. Accordingly, the transitional provisions of Rule 129 are fully met.

Claims 18-20 and 22-37 were previously pending. Applicants have added new dependent claims 38-76, which necessarily do not raise new issues of scope in patentability as they are dependent claims. Additional claims are presented without the addition of new matter.

Independent claims 18, 23, 27 and 29 have been amended in various ways to further prosecution. These claims cover disclosed subject matter, and easily distinguish over the art of record. Accordingly, for the reasons set forth in more detail below, Applicants believe that the claims presented here are allowable in a straightforward manner. Applicants fully preserve all rights to prosecute claims of the scope previously pending in further prosecution in a subsequent case.

Claims 18 and 23 have been amended so as to include the following limitation:

“Qualification means coupled to said live operator attendant terminals for controlling access by at least certain of said callers to at least a portion of said system, said qualification being based at least in part on caller identification data entered through said digital input means by at least certain of said callers having digital input means and that said live operator attended terminal when said remote terminals do not have capability to digitally provide data”.

Each of claims 18 and 23 contains an express DNIS limitation, where the DNIS signal is used to select a specific format from a plurality of formats. (The claims have been amended to conform the language in the preamble with the body of the claim, the term “specific format” having been adopted for consistency as opposed to “particular format”.) The Examiner has correctly noted that Szlam fails to meet the claim limitations at least in that it does not specify the use of DNIS for

selection of a specific format, nor does it directly forward a call to a live operator when the remote terminal does not have the capability to digitally provide data. Claims 18 and 23 now yet even more strongly differentiate from the art in their inclusion of the "qualification means". Each of Szlam and Riskin by their purpose, intended use, structure and effect are systems which desire to accommodate all callers, without the use of any "qualification". For example, in Szlam's account on-line servicing system, the updating of customer account information and the handling of inquiries (in the inbound mode) would seek to satisfy any and all incoming callers. Similarly, Riskin discloses a dealer locator system. Again, the very purpose and nature of such a system is to connect any and all potential callers to a potential source of the goods or services. Thus, there is no teaching or suggestion in these references to in any sense "qualify" a caller as now claimed in claims 18-20, 22, 30, 31, 38-45, 23-26, 32, 33 and 46-53. Accordingly, Applicants believe that these claims are now in condition for allowance.

Independent claim 27 contains *two* different "imposed conditions", requiring:

"One of said formats having an imposed condition for verifying an instant call from a remote terminal against a file to limit or prevent access in accordance with said DNIS signals to said one format from callers listed on said file and at least one of said plurality formats having an imposed condition with respect to time".

Further, claim 29 now makes explicit that these two imposed conditions are in accordance with the format, and are selected based on the DNIS signals.

The Examiner has cited Ladd with respect to limitations according to time of day, day of the week, etc. Applicants also note that in Riskin, there is disclosure of a time of day check (see Fig. 6D). However, neither Riskin nor Ladd disclose systems which meet the limitations of the claims,

such as in their inclusion of having an *imposed condition for verifying an instant call from a remote terminal against a file to limit or prevent access in accordance with said DNIS signals*, as well as at least one of the plurality affirmatively having an imposed condition with respect to time.

Finally, independent claim 29 includes numerous limitations which distinguish over the art, as previously presented, and as particularly with the modification made herein. With the additional limitation of "qualification means for controlling access by at least certain of said callers to at least a portion of said system", the claim is clearly distinguished.

Applicants believe that the claims as now presented are in condition for allowance.

Applicant would request that the undersigned be contacted by telephone in the event that any matter remains.

Respectfully submitted,

LYON & LYON LLP

Dated: September 30, 1998

By: David B. Murphy
David B. Murphy
Reg. No. 31,125

DBM/dnd
633 West Fifth Street, Suite 4700
Los Angeles, California 90071-2066
(714) 751-6606 or (213) 489-1600